

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Vicor-Westcor Division

Corporation for Manufacturing Excellence (Manex)

Building a Continuous Improvement Environment at Vicor-Westcor Division

Client Profile:

Vicor engages in the development, manufacture and sale of power conversion components and systems. Vicor also manufactures and sells complete configurable power systems, accessory products and custom power solutions. The principal markets for Vicor's power converters and systems are large original equipment manufacturers (OEMs) and smaller, lower volume users, which are broadly distributed across several major market areas. Westcor, a division of Vicor located in Sunnyvale, California, designs and builds medium to high power configurable power supplies that incorporate Vicor converters and accessory components. Configurable power solutions come in thousands of variations to satisfy diverse requirements in a wide range of applications. Because each individual power supply is based on a standard, modular design, any model variation is quickly available and provides the competitive advantage of field-proven technology. Westcor employs 105 people.

Situation:

Westcor relies heavily on their employees to proactively satisfy customer demand, given the diverse requirements to design and build a large variety of power supplies in a wide range of applications. Establishing and maintaining a high-performance team and culture throughout the organization helps create a competitive advantage for the company. The leadership team engaged the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, to help create a shared culture of continuous improvement using a comprehensive workforce development program. Having worked with Manex previously, the team felt confident that Manex would be able to help create a customized program to meet their needs to drive immediate and dramatic long-term results.

Solution:

Using a proven set of best practices, Manex helped the Westcor leadership team develop a customized workforce development program that included improving employee skills, building cross-functional teams, and increasing employee retention. The comprehensive and customized program focused on improving workplace performance and increasing employee morale. Specialized training in Lean, pre-test and recertification preparation, introduction to RoHS (Restriction of Hazardous Substances), ISO overview, preventative maintenance, and ESD recertification.

Results:

- * Increased sales by \$100,000.
- * Realized \$50,000 in cost savings.
- * Invested \$10,000 in workforce development.
- * Improved customer satisfaction.

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Testimonial:

"The workforce development program from Manex allowed us to cross train employees, enabling us to maintain our Lean operations by using employees flexibly throughout the organization to build any type of product on any line."

Yvette Keller, Training Manager